

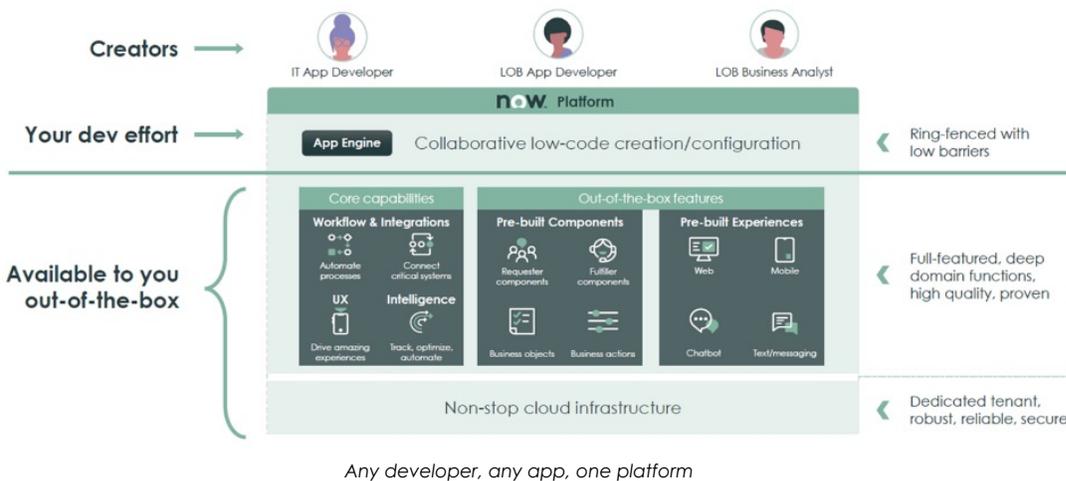
Drive ESG Innovation with ServiceNow App Engine

ESG is more than a corporate function. It's a fundamental transformation in the way you do business. That's why your ESG program needs to reach every part of your organization – tapping into the insights, knowledge, and capabilities of your lines of business, employees, and partners. When you make ESG a team sport, you strengthen your ESG program by expanding your pool of ideas, creating grassroots buy-in and engagement, and powering innovation.

However, turning new ESG ideas into deployable solutions can be a significant challenge. Obviously, IT wants to help you achieve your ESG goals, but they are overloaded with other digital transformation initiatives. In fact, because of these capacity issues, many IT organizations are already looking for a more productive way to build apps. At the same time, business technologists outside of IT want to be empowered to create apps, but they can't because of the complexity of traditional development tools.

So, how do you address these issues and unleash ESG innovation?

With ServiceNow® App Engine, both IT and business technologists across your entire organization can build new ESG apps quickly and easily – creating intuitive user interfaces, digitizing workflows, and integrating with other systems. Its low-code development tools are designed for everyone, no matter what their technical skill level, letting you crowdsource, elevate, and scale ESG innovation. And because these apps run on the Now Platform, they work seamlessly with other ServiceNow products and apps such as ServiceNow ESG Management, allowing you to automatically collect ESG metrics and other data to provide centralized visibility.



What types of ESG apps can you build with App Engine?

Here are some real-world examples from ServiceNow customers.

Voice of the employee

A large global retail firm created an app that routes employee feedback on pay, working conditions, ethics, and more to the right manager for action. This strengthens the company's long-standing practice of open communication by giving employees a direct channel where their voices are heard.

Safety signage

A major US research institution used App Engine to build an app to produce lab safety placards. Lab owners fill in a simple template, and ServiceNow automatically produces the corresponding PDF and places the order with a printing supplier.

Public health

The City of Los Angeles designed, build, and deployed a COVID-19 testing app for its citizens in just 72 hours.

Safety checklists

A leading US automotive services company used ServiceNow App Engine to create a tablet-based app for auction site safety surveys. Survey completion times dropped from 90 days to 30 minutes and workers' compensation claims fell by 2 basis points.

Employee recognition

A large cooperative financial group cultivates and reinforces desired social behaviors with an employee recognition app, deliver more than 150,000 expressions of gratitude to employees and their colleagues in the first year.

Accelerate ESG innovation

With App Engine, business technologists can quickly create ESG apps. It includes best practice templates, so they build better and faster, and it even has a quick start guide that takes them from idea to working app in as little as minutes. At the same time, it ensures app quality by letting your IT team review technologist-developed apps before they are put into production.

And App Engine also provides high-productivity tools for professional coders on your IT team. This means that they can develop large, complex ESG apps quickly and efficiently, allowing you to deliver a broad spectrum of advanced ESG capabilities on the same platform as your low-code ESG apps.

Deliver great experiences to drive ESG momentum

Create intuitive, personalized experiences that increase user productivity and satisfaction – building a positive reputation for your ESG program and accelerating rollout through high user adoption. Build intuitive workspaces that let users see all the information they need in one place and get work done more quickly. And empower employees with self-service portals that make it easy to request services, get information, make suggestions, and report issues – whether that's signing up for volunteer programs, highlighting site safety concerns, or recognizing the contributions of other employees.

And with App Engine, you can deliver these experiences anytime and on any device – including desktops, laptops, tablets, smartphones, and other mobile devices.

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Reimagine every ESG process as a digital workflow

App Engine's built-in workflow engine makes it easy to automate processes around departments, systems, and people. This lets you break down organizational silos, creating end-to-end visibility and oversight. For instance, automatically bring together your HR, legal, and operations teams to respond to a workplace incident. Or ensuring that new employees with disabilities are automatically assigned accessible workspaces by your facilities team as part of their HR onboarding process. With ServiceNow digital workflows, you can.

And, because your ESG processes are digitized, you're now able to build, monitor, and manage them. Rather than relying on manual reports and audits, you automatically collect metrics, establish policies, enforce standards, and quickly respond to issues and risks. The result? You radically improve your ESG stance.

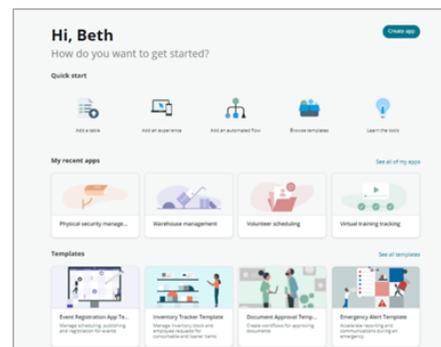
Natively integrate ServiceNow with anything

ServiceNow is pre-integrated with more than 150+ third-party systems, giving you immediate access* to ESG information across your entire business. So if you want to retrieve employee records from Workday, pull carbon accounting data from Watershed, or monitor vendor environmental and human rights ratings in EcoVadis or Interos, the work is already done for you. And it's easy to create a new integration if one isn't available out of the box.

For more information, visit:

www.ServiceNow.com/esgsolutions

<https://www.servicenow.com/products/nw-platform-app-engine.html>



Low-code development tools that anyone can use